

Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

Complaint Form

Print

Date: Dec. 7, 2010

Complainant or Legal Representative Information: * Required Fields

Name * David A Gillespie, Sr.

Firm (if applicable)

Mailing Address * 208 Riveredge Dr.

City, State / Zip * Moore SC 29369

Phone * 864-576-0475

E-mail * dgillespie0475@charter.net

Name of Utility Involved in Complaint: * Duke-Energy

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

☐ Billing Error/Adjustments

☐ Deposits and Credit Establishment

☐ Wrong Rate

☐ Refusal to Connect Service

☐ Disconnection of Service

☐ Payment Arrangements

☐ Water Quality

☐ Line Extension Issue

☐ Service Issue

☐ Meter Issue

☒ Other (be specific) Refusal of Duke-Energy to credit my acc't. for power usage due to hot water heater problem

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No Name of ORS Contact: Brad Kirby

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

We had a hot water heater that exhausted a stream of steam under our house for 5 months. We didn't know it until the flooring on our first floor buckled, causing us to have to replace our flooring at a cost of about \$13,000. The Water Works said we didn't use the water we were charged for and credited us around \$600. The water heater evidently ran for about 5 months without shutting off, costing us around \$900 of excessive energy. I appeal to the commission to ask Duke-Energy to do as the Water Works did, and credit our account for excessive power used in this unfortunate incident.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Duke-Energy says they cannot credit our account the \$900 excessive energy, because PSC won't let them. Please give them permission to do so, or even order them to do so, as you are our only advocate to protect citizens.

STATE OF SOUTH CAROLINA)

VERIFICATION

COUNTY OF Spartanburg)

I, David A Gillespie, Sr.
Complainant's Name *

verify that I have read my complaint filed on 12/07/2010

Date *

and know the contents thereof, and that said contents are true.

David A. Gillespie Sr.
Complainant's Signature

Internal Use Only

Processed By	Date
H.E.	